

FIG. 1

CUSTOMER DATABASE

200

206

208

210

212

202

204

CUSTOMER PHONE #	QUESTION 1 RESPONSE	QUESTION 2 RESPONSE	QUESTION "N" RESPONSE
(555) 555-0001	SATISFIED	DISSATISFIED	GREAT
(555) 555-0002	SATISFIED	VERY DISSATISFIED	POOR
⋮			

FIG. 2

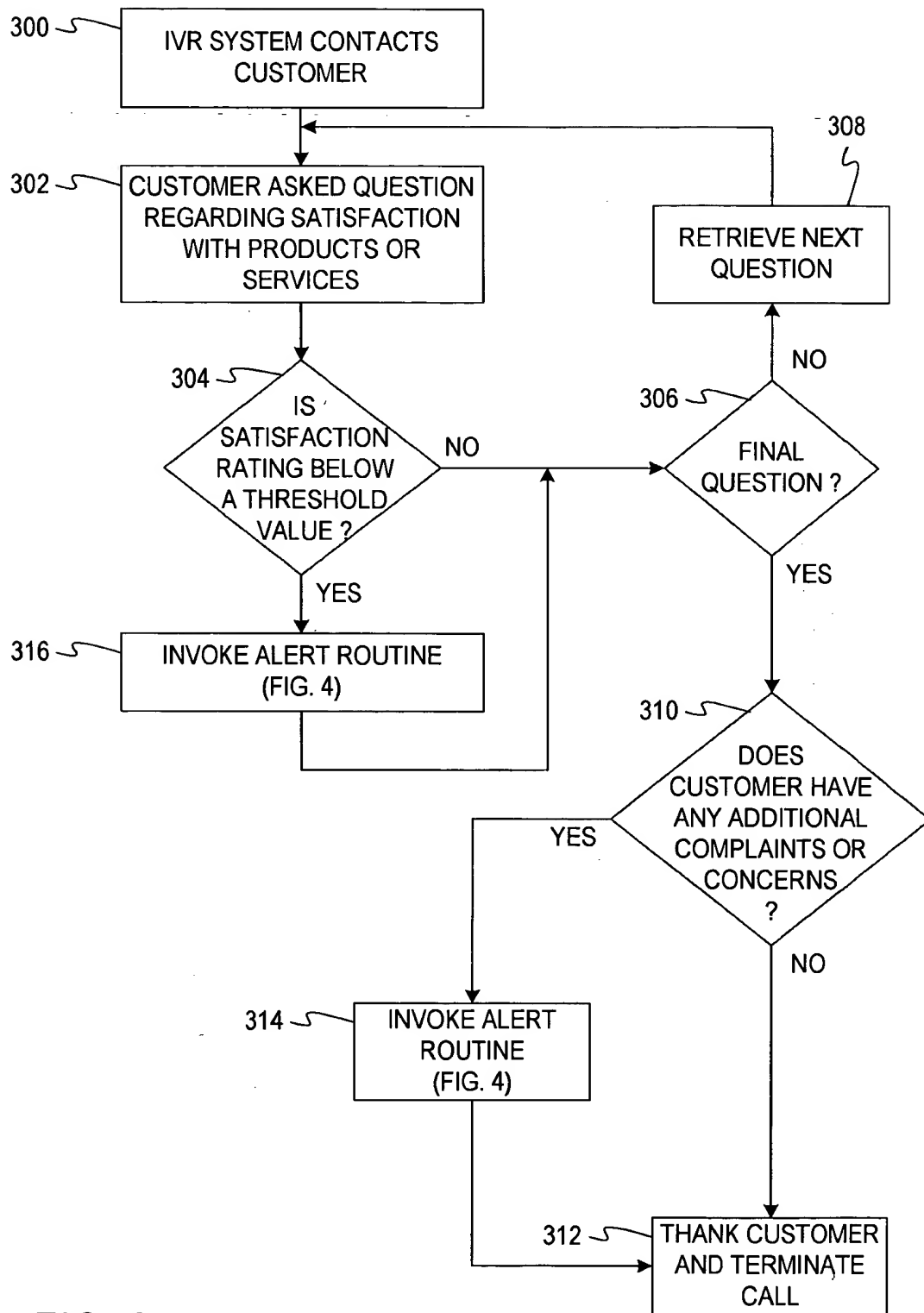


FIG. 3

ALERT ROUTINE

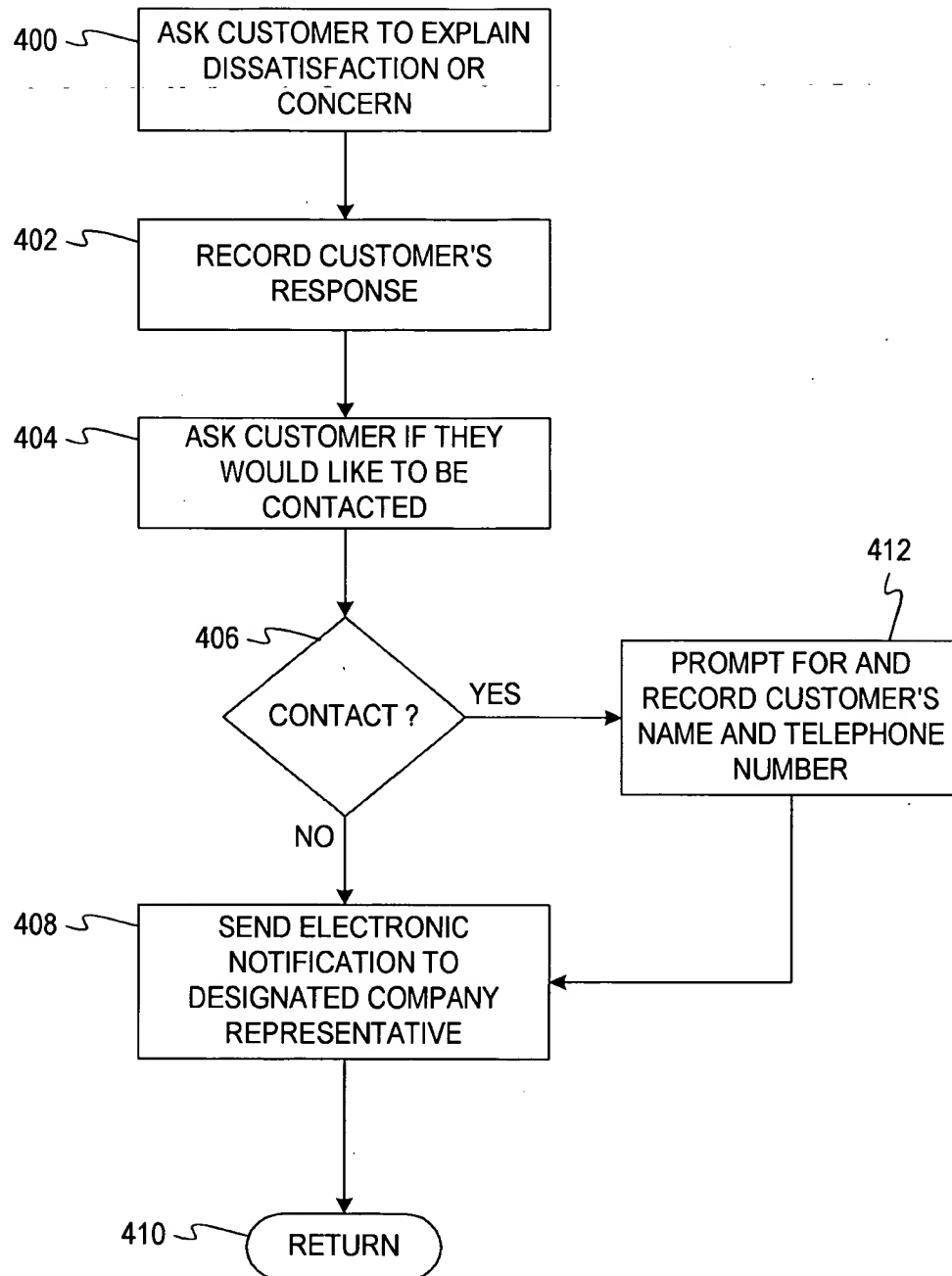


FIG. 4

Address: http://				
500	ALERTS FOR ABC COMPANY			
502	LOCATION: 111 MAIN St., St. PETERSBURG, FL			
504	TOTAL ALERTS SINCE JANUARY 1, 2001: 20			
506	TOTAL ALERTS PENDING: 3			
508	ALERTS	DATE RECEIVED	EMPLOYEE RESPONSIBLE	STATUS
	1	01/03/01	EMPLOYEE A	NOT READ
	2	01/10/01	EMPLOYEE A	READ, NO ACTION
	3	01/07/01	EMPLOYEE B	CUSTOMER CONTACTED
				LENGTH OF TIME PENDING
				1 DAY
				1.5 DAYS
				3 DAYS

FIG. 5

FIG. 6

700

ADDRESS: http://							
STORE 1001							
702 TRANS. DATE	704 SURVEY DATE	706 REQUEST PHONE#	708 RED ALERT OVERALL SATISFACTION	710 FRIES	712 TASTE	714 FRESH	
08/08/2001 12:46:00	08/09/2001 15:48:26	(123) 456.7890	COMPLETELY DISSATISFIED	NOT SAT COLD	NOT SAT COLE SLAW	NOT SAT COLE SLAW	
08/08/2001 15:46:00	08/09/2001 11:38:39	(123) 456.7890	MOSTLY DISSATISFIED	NOT SAT HARD/DRY	NOT SAT COLE SLAW	NOT SAT COLE SLAW	
08/07/2001 20:29:00	08/08/2001 19:30:09	(123) 456.7890	NEITHER	FAIR PORTION SIZE	FAIR COLE SLAW	FAIR CHICKEN	
08/04/2001 13:01:00	08/06/2001 14:55:12	(123) 456.7890	MOSTLY		FAIR CHICKEN	FAIR CHICKEN	
08/04/2001 15:46:00	08/06/2001 17:22:35	(123) 456.7890	MOSTLY			FAIR SEAFOOD	

FIG. 7

FIG. 8 is a schematic diagram of a computer system 800, including a processor 802, a memory 804, a network interface 806, a display 808, and a user interface 810. The processor 802 is connected to the memory 804, the network interface 806, the display 808, and the user interface 810. The memory 804 stores data and instructions for the processor 802. The network interface 806 enables the computer system 800 to communicate with other devices. The display 808 displays information to the user. The user interface 810 enables the user to interact with the computer system 800.

800

ADDRESS: http://					
STORE 1001					
802	804	806	808	810	812
TRANS. DATE	SURVEY DATE	REQUEST PHONE#	FRIES	TASTE	FRESH
07/24/2001 12:24:00	07/26/2001 11:06:34	(123) 456.7890			
07/25/2001 11:38:00	07/25/2001 16:33:02	(123) 456.7890			
07/24/2001 16:44:00	07/24/2001 22:57:38	(123) 456.7890	NOT SAT GREASY/SOG	FAIR MISC	FAIR MISC
07/23/2001 12:59:00	07/24/2001 15:21:20	(123) 456.7890	FAIR GREASY/SOG		

FIG. 8

900

ADDRESS: http://			
STORE 1001			
902 TRANS. DATE	904 SURVEY DATE	906 REQUEST PHONE#	908 # OF RESPONSES RECEIVED FROM THIS PHONE NUMBER IN CURRENT QTR.
08/09/2001 17:36:00	08/10/2001 20:18:59	(123) 456.7890	1
08/06/2001 14:57:00	08/07/2001 18:26:19	(123) 456.7890	1
08/04/2001 18:43:00	08/05/2001 13:40:52	(123) 456.7890	2
07/30/2001 12:08:00	08/01/2001 15:32:08	(123) 456.7890	1

FIG. 9